

9L0-012^{Q&As}

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QUESTION 1

Which of the following measurements is an example of an appropriate use of a Multimeter when troubleshooting a Mac?

- A. Measure logic board battery voltage.
- B. Measure amount of ESD voltage in the area.
- C. Measure digital signals on the main processor.
- D. Measure amount of AC volts going to the hard drive or SSD.

Correct Answer: D

Reference: <http://www.wikihow.com/Use-a-Multimeter>

QUESTION 2

After completing the repair, which of the following should always be used to verify that the issue is resolved so that repeat repairs and unnecessary part usage will be reduced?

- A. Mac Hardware test (MHT)
- B. Mac Service Toolkit (MaST)
- C. Apple Resource Inspector (ARI)
- D. Apple Service Toolkit (AST)

Correct Answer: D

Explanation: Apple Service Toolkit (AST) Prior to initiating a repair, run Apple Service Toolkit (AST). AST will perform a quick check of the computer's general components. After completing a repair, always use AST to verify that the issue is resolved. Doing so will reduce repeat repairs and unnecessary part usage. Reference: <http://mdex-nn.ru/uploads/newmbp15.pdf>

QUESTION 3

Richard has a previously-purchased 85-85W MagSafe Power Adapter and would like to use it as a spare adapter for his MacBook Pro (Retina, 13-inch Late 2012). Which of the following is a valid statement?

- A. MagSafe Power Adapters are not supported with newer Apple portables; the customer should purchase a new spare adapter.
- B. The correct wattage for the MacBook Pro (Retina, 13-inch Late 2012) is actually 45W, so the adapter should not be used.
- C. Use the older MagSafe power adapter on the newer computer with MagSafe 2 port by using a MagSafe to MagSafe 2 converter.

D. The customer can only use an older MagSafe power adapter with a new portable if it has an "L" style connector, not "T" style.

Correct Answer: C

QUESTION 4

When replacing a MacBook Air (13-inch, Mid 2011) microphone, what other component must be replaced with the speaker included in the Mid 2011 microphone kit?

- A. Left speaker
- B. Right speaker
- C. Thermal rubber gasket
- D. Both left and right speaker

Correct Answer: C

QUESTION 5

Linda states that the fans on her MacBook Pro are intermittently noisy. Which is the best component of AST to further isolate the issue?

- A. TPT
- B. IPT
- C. CSD
- D. VST

Correct Answer: C

QUESTION 6

Which of the following tools should be run after using the Trackpad Keyboard Mapper tool to verify that a keyboard language has been programmed on a MacBook Air (Early 2014)?

- A. Apple Diagnostics
- B. Trackpad Diagnostics
- C. Apple Service Diagnostics (ASD)

D. Mac Resource Inspector (MRI)

Correct Answer: C

QUESTION 7

How often should the ESD mat be cleaned?

- A. Once a year
- B. Once a week
- C. Once a month
- D. Every few years

Correct Answer: C

QUESTION 8

After replacing a Mac Pro (Late 2013) graphics board or CPU riser card, which of the following utilities should be run?

- A. Cooling System Diagnostic (CSD)
- B. Cooling Diagnostic (CD)
- C. Mac System Diagnostic (MSD)
- D. System Diagnostic for Mac Pro (SDMP)

Correct Answer: A

QUESTION 9

What color indicates that the Liquid Contact Indicators inside a MacBook Pro (13-inch, Mid 2012, have been triggered?

- A. Red
- B. Blue
- C. White
- D. Yellow

Correct Answer: A

Explanation: The indicators trigger only with direct contact to a liquid. The indicators will not be triggered by temperature and humidity that is within the product's environmental requirements described by Apple. A triggered indicator will turn red or pink...indicating that the module(s) to which the indicator is attached has been exposed to liquid.

QUESTION 10

William states that the Ethernet ports do not function on his Mac Pro (Mid 2012) when plugged into the network at his office. He demonstrated that he knows how to connect Ethernet cables and was able to connect to the Internet on your known-good Ethernet network. You ran MRI and the computer passed all tests when run using either Ethernet port. What question should you ask the customer next?

- A. Are any other computers able to connect to Ethernet at the office?
- B. Have you installed all system software and firmware updates?
- C. How did you damage your Ethernet cable at the office?
- D. Did you change the default network settings?

Correct Answer: B

QUESTION 11

What caution should a technician be aware of before attempting to remove hard drives or optical drive carrier from a MacPro (Mid 2012)?

- A. The rear latch must be lifted or the drives are locked in a place.
- B. The rear latch should be in the closed position to unlock drives.
- C. The hard drives must be unscrewed from the carrier before removal.
- D. The optical drive screws must be removed before sliding the carrier out of enclosure.

Correct Answer: D

QUESTION 12

Apple recommends a DIMM installation scheme for the Mac Pro (Late 2013) that:

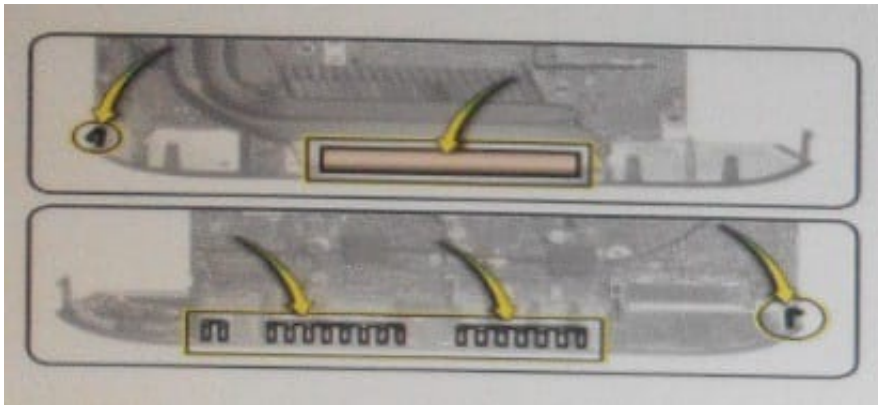
- A. Increases processing power
- B. Enhances graphics processing
- C. Optimizes system cooling
- D. Enables use of special memory modules

Correct Answer: D

Explanation: Apple recommends that you use Apple-approved DIMMs. You shouldn't use DIMMs from older Mac Pro computers in your new Mac Pro. You can purchase Apple-branded memory online from the Apple Store or by visiting an Apple Retail store or Apple Authorized Reseller . Reference: <https://support.apple.com/en-us/HT6054>

QUESTION 13

Examine the image. When repairing a Mac mini (Mid 2011), which areas of the logic board assembly should you avoid touching?



- A. The top and bottom of the assembly.
- B. The EMI fingers and gasket.
- C. The grounding pad and cable guide
- D. Thermal pad and heat sink clips.

Correct Answer: B

QUESTION 14

The Mac Pro (Late 2013) enclosure is made of the following polished material that must be handled with care to avoid scratching:

- A. plastic
- B. acrylic
- C. titanium
- D. aluminum

Correct Answer: D

QUESTION 15

Which section of Apple Service Guide contains a detailed view of all service parts and their part numbers?

- A. Part View
- B. Exploded View
- C. Service Parts Matrix
- D. Parts General Information

Correct Answer: D

Reference: http://tim.id.au/laptops/apple/macbook/mbp15_mid09.pdf

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